

Vaccines for Children Program

2002 Idaho Immunization Program – Satisfaction Survey Feedback

- How long has your office been participating in the VFC Program?
Less than 1 year = 14 1 to 2 years = 17 3 or more years = 143
- If, **less than 1 year**, did you receive adequate information, materials, and vaccines from the IIP and the local health department representative to **successfully** launch your immunization program?
Yes = 17 No = 0 Needs improvement = 0

Practice Specialty Type is? Pediatrics = 19 Family Practice = 95 Health Department = 30
Multi-specialty = 4 Internal Medicine = 0 Other = 24* No Answer = 3

*Note Other specialty types include – Hospitals, Juvenile Corrections Facilities, Schools, Pharmacies, and Asthma Centers.

Vaccine Questions – National vaccine shortages created special challenges during 2002

- The IIP tried to keep providers informed of current vaccine shortages by distributing “Important Notices Regarding...”* Was this method of notification?
Very Helpful = 78 Helpful = 76 Somewhat Helpful = 9 Not Helpful = 1 Didn't see them = 8
No Answer = 3
- Because of multiple vaccine shortages the IIP edited every vaccine order for every vaccine during 2002. Some vaccine orders were reduced, some were increased so that each provider received enough vaccine to last a month in severe shortages, or two months for vaccines with less severe shortages.* How did these changes to your orders affect you?
Very unhappy = 1 Unhappy = 5 It was Okay = 93 " Helpful = 49 Very Helpful 19 No Answer = 8
- National shortages affected almost every vaccine, did you run out of any of these vaccines in 2002 because your order was reduced, delayed, or mishandled by the IIP?

Hepatitis B	Yes = 5	MMR	Yes = 7	IPV	Yes = 7	Td	Yes = 3
DTaP	Yes = 22	Varicella	Yes = 20	Hepatitis A	Yes = 4	No shortages = 108	
HIB	Yes = 4	Prevnar	Yes = 39	Influenza	Yes = 3		
- Because of shortages/delays, and recent changes in OSHA safety needle regulations some vaccine choices for vials versus pre-filled syringes were not, and may not be available.* Is it a real problem to receive pre-filled syringes if you order vials, or vials if you order pre-filled syringes? Yes = 22 No = 142
- The IIP offers HibTiter and PedvaxHIB as brand choices, however the manufacturers of both vaccines had delayed shipments of their Hib product during 2002. For most of the year the IIP had to substitute the brand of Hib that was available for the brand that was actually ordered. There were also brand substitutions for DTaP due to supply issues.* How important is it to be able to choose the brand you order and use? Very Important = 14 Important = 26 Not Important = 45 Send either = 82 No Answer = 8

9. Because of changes in the 2002 ACIP recommendations did you defer any shots? Yes = 79 No = 88
No Answer = 8
10. During 2002 were any children turned away/deferred/rescheduled because of a **vaccine shortage** (not because of the change in recommendations) at your facility? Yes = 81 No = 91 No Answer = 3
11. Have you recalled any children to receive missed shots? Yes = 101 No = 66 No Answer = 8
12. *In the last four months of 2002 Bellco Drug Corporation had some difficulties in keeping up with Idaho's regularly scheduled, and emergency shipments. Did your facility experience any delayed shipments that caused you to run out of vaccine before replacement vaccine arrived?* Yes = 29 No = 138 No Answer = 8
13. In summary how well did the IIP do in handling your vaccine needs for 2002?
Excellent = 93 Good = 66 Okay = 14 Not Good = 0 Very Poor = 1 No Answer = 1

Educational Opportunity Questions – Quality Assurance Reviews, Regional Shot Smarts Meetings, Booster Shots Meetings, and Dixon Chart Recorder Visits

The IIP conducted 100 CDC mandated Quality Assurance Review (QAR) visits to Idaho VFC participant offices in 2001 and 2002. QAR visits offer a unique opportunity to meet face to face with IIP staff and to learn more about the VFC Program. The visits served several purposes; to make sure each provider was aware of and operating within the scope of federal and state VFC guidelines; to offer “tools of the trade” to each office; and to provide educational materials.

14. Did IIP staff conduct a QAR visit at your facility anytime in the last two years? Yes = 133 No = 38
No Answer = 4

If Yes, how would you rate the visit in terms of:

Usefulness to your program

Excellent = 46 Good = 59 Okay = 25 Not Good = 1 Very Poor = 1 No Answer = 43

IIP staff – professionalism/knowledge

Excellent = 72 Good = 44 Okay = 14 Not Good = 1 Very Poor = 1 No Answer = 43

Educational value

Excellent = 58 Good = 56 Okay = 19 Not Good = 3 Very Poor = 1 No Answer = 45

15. Do you have any comments regarding these visits, or how to improve them Yes, had comments = 29
No, did not have comments = 147

The IIP conducted 3 regional Shot Smarts Meetings and 10 Local Booster Shot Meetings in 2002. These meetings were set up to offer educational opportunities regarding current immunization issues, and to offer access to these meetings on a local and regional basis.

16. Did anyone from your office attend any of the Shot Smarts or Booster Shot meetings? Yes = 81
No = 81 No Answer = 13

If No, which factors prohibited attendance? Meetings still too far from office 8 + 6 Wasn't aware of these meetings 28 + 7 Couldn't spend that much time away from office 23 + 7 Not interested in the subject matter 1 + 1 Other 3 + 9

17. Local and Regional meetings are being planned for 2003, do you think anyone from your office will be able to attend? Yes = 125 No = 21 No Answer = 9 had comments = 3

The IIP recognizes that storing vaccines within the approved temperature range can be problematic. To address the issue the IIP purchased Dickson chart recorders. These certified, calibrated, continuously charting recorders meet all CDC recommendations for monitoring vaccine supplies. Now that the recorders have been distributed can you tell us:

18. Did IIP staff adequately explain why the recorders are so important to vaccine storage? Yes = 149 No = 10 No Answer = 14 Said didn't get one = 2
19. Is your new chart recorder operating properly? Yes = 136 No = 18 No Answer = 15 Had Comments = 6
20. Are you recording refrigerator/freezer temperatures at least once daily? Yes = 170 No = 0 No Answer = 5
21. Are you using the IIP provided red/white/gray temperature logs? Yes = 154 No = 15 No Answer = 6
22. Have you experienced a temperature incident in the last year? Yes = 60 No = 109 No Answer = 6

If Yes, did IIP staff treat you in a professional manner when the incident was reported or discovered? Yes = 66 No = 3 No Answer = 118

If Yes, do you need any additional assistance from the IIP with the incident? Yes = 5 No = 54 No Answer = 116

23. Do you know what to do when vaccine temperatures are out of range? Yes = 165 No = 2 No Answer = 8

State Immunization Registry – Immunization Reminder Information System (IRIS)

24. Are you currently enrolled in IRIS? Yes = 103 No = 70 No Answer = 3
25. If not what is/are the barriers? Need a Computer 1 + 11 Lack of access to the Internet 6 + 19 Not enough staff or time 13 + 29 Not enough time for data entry 3 + 22 Afraid of new technology 1 + 1 Billing software not compatible with the registry 4 + 13 Other = 14 + 4
26. How often do you use IRIS to retrieve or lookup patient records? Everyday = 17 Once a week = 17 Once a month = 18 Rarely = 26 Not using at all = 55 No Answer = 17
27. Do you submit records to the IRIS registry? Yes = 96 No = 55 No Answer = 22

28. Is your office satisfied with the IRIS registry?
Very unhappy = 4 Unhappy = 4 It is Okay = 53 Happy = 33 Very Happy = 10 No Answer = 69
29. *A new combination vaccine has just been approved for use in the United States by the Federal Drug Administration. Its' name is Pediarix® manufactured by Glaxo SmithKline it contains DTaP/Hepatitis B/IPV. It will be licensed for use at 2, 4, and 6 months of age. If it is added to the VFC Program do you anticipate using it in your program?* Yes = 133 No = 23 No Answer = 14 Had Comments = 5
30. How do you view the Vaccines for Children program at your facility?
It's a wonderful program to have = 97 +1
It's good = 41
It's okay, but time consuming = 28 + 2
It's too complicated 1+2
It's a nightmare 1
No Answer = 5
31. Do you have any comments or suggestions regarding the Vaccines for Children Program in Idaho?
Yes = 47 No = 128